

## Third Party Administrator – Performance Report September 2012

Agenda Item 9.c.  
10/17/12 Meeting

Medical and Pharmacy Claims Processing	Contracted Level	Level Met	Data Descriptions
"Clean" claims processed within 10 business days.	90%	91.8%	28,214 of 30,720 total claims
"Clean" claims processed within 30 calendar days.	100%	99.9%*	30,712 of 30,720 total claims
Financial accuracy of claims paid.	99%	99.8%	\$20,020,702.68 of \$20,064,243.77 audited
Claims processed (paid and unpaid) without a payment error.	98%	99.9%	1,560 of 1,562 claims audited
Procedural accuracy rate for processing of claims.	97%	99.9%	1,561 of 1,562 claims audited
Disputed claims resolved within 30 calendar days	95%	100%	15 disputed claims
Disputed claims resolved within 60 calendar days	100%	N/A	0 disputed claims

Subscriber Health Care Service Appeals	Contracted Level	Level Met	Data Descriptions
Resolution of non-urgent pre-service, post-service, and pharmacy appeals and complaints within 30 calendar days.	98%	N/A	0 appeals, 0 complaints
Resolution of urgent pre-service and pharmacy appeals within 48 hours.	80%	N/A	0 appeals

Customer Service - Subscribers	Contracted Level	Level Met	Data Descriptions
Calls answered within 30 seconds.	85%	91.3%	6,112 of 6,694 calls answered in 30 seconds; avg. of 16 seconds
Subscriber issues resolved within the same business day.	90%	97.5%	4,164 of 4,271 issue calls
Maximum call abandonment rate.	5%	1.4%	94 of 6,694 calls
Maximum line busy rate.	3%	0%	0 busy out of 6,902 calls
Voicemails answered within two business days.	90%	100%	18 voicemails
Subscriber complaints resolved within 30 calendar days.	95%	100%	1 complaint

\* Eight claims were processed over 30 days due to Advantria pricing review.

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<b>Provider Technical Support</b>	<b>Contracted Level</b>	<b>Level Met</b>	<b>Data Descriptions</b>
Calls answered within 30 seconds.	85%	90.5%	5,530 of 6,110 calls answered in 30 seconds; avg. of 16 seconds
Provider issues resolved within the same business day.	90%	98.9%	8,104 of 8,193 issue calls
Maximum call abandonment rate.	5%	0.8%	49 of 6,110 calls
Maximum line busy rate.	3%	0%	0 of 6,161 calls
Voicemails answered within two business days.	90%	100%	7 voicemails
Provider appeals resolved within 30 calendar days.	95%	100%	3 provider appeals

<b>Subscriber Material Production and Distribution</b>	<b>Contracted Level</b>	<b>Level Met</b>	<b>Data Descriptions</b>
ID cards sent within 10 days of receiving enrollment information from administrative vendor.	100%	100%	1,159 of 1,159 ID cards; average of 1.49 days
ID card accuracy.	100%	100%	1,159 of 1,159 ID cards
New subscriber materials sent within 10 business days of receiving enrollment information from administrative vendor.	100%	100%	1,159 of 1,159 packets; average of 1.49 days

<b>Independent External Review (IER)</b>	<b>Contracted Level</b>	<b>Level Met</b>	<b>Data Descriptions</b>
Expedited IER requests transmitted to administrative vendor within two business days.	100%	N/A	0 requests
Standard IER requests transmitted to administrative vendor within five business days.	100%	100%	2 requests

<b>Administrative Hearings</b>	<b>Contracted Level</b>	<b>Level Met</b>	<b>Data Descriptions</b>
Requests for subscriber case files transmitted to Managed Risk Medical Insurance Board within five business days.	100%	N/A	0 requests